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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:  
Michael W. Brown et. al. :  
Serial No.: 10/015,266 : Group Art Unit:2643  
Filed: 12/12/2001 : Intellectual Property  
Title: Hold Queue Wait Estimations : International Business  
: Machines Corporation  
: 11400 Burnet Road  
: Austin, Texas 78758

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003.

Martha Acosta

*Martha Acosta* 8/8/03

Signature

Date

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ASSOCIATE POWER OF ATTORNEY/CHANGE OF ADDRESS

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

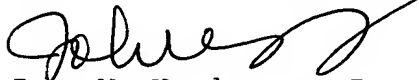
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Respectfully submitted,



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